

Department of Human Services
Bureau of Human Service Licensing

January 27, 2022

[REDACTED]
STERLING HOME LLC
[REDACTED]
[REDACTED]

RE: STERLING HOME
1318 ARCH STREET
MCKEESPORT, PA, 15132
LICENSE/COC#: 45269

Dear [REDACTED]

As a result of the Pennsylvania Department of Human Services, Bureau of Human Service Licensing review on 01/10/2022, 01/10/2022 of the above facility, we have determined that your submitted plan of correction is fully implemented. Continued compliance must be maintained.

Sincerely,
Jon Kimberland

Enclosure
Licensing Inspection Summary (LIS)

cc: Pennsylvania Bureau of Human Service Licensing

Department of Human Services
Bureau of Human Service Licensing
LICENSING INSPECTION SUMMARY

Facility Information

Name: *STERLING HOME* License #: *45269* License Expiration: *12/06/2022*
Address: *1318 ARCH STREET, MCKEESPORT, PA 15132*
County: *ALLEGHENY* Region: *WESTERN*

Administrator

Name: [REDACTED] Phone: *412-672-4545* Email: [REDACTED]

Legal Entity

Name: *STERLING HOME LLC*
Address: *320 ROEBLING STREET 628, BROOKLYN, NY, 11211*
Phone: *3479785151* Email: [REDACTED]

Certificate(s) of Occupancy

Type: *C-2 LP* Date: *08/22/2001* Issued By: *L&I*

Staffing Hours

Resident Support Staff: *0* Total Daily Staff: *18* Waking Staff: *14*

Inspection Information

Type: *Partial* Notice: *Unannounced* BHA Docket #:
Reason: *Complaint, Incident* Exit Conference Date: *01/14/2022*

Inspection Dates and Department Representative

01/10/2022 - On-Site: [REDACTED]

01/10/2022 - Off-Site: [REDACTED]

Resident Demographic Data as of Inspection Dates

General Information

License Capacity: *42* Residents Served: *18*

Secured Dementia Care Unit

In Home: *No* Area: Capacity: Residents Served:

Hospice

Current Residents: *0*

Number of Residents Who:

Receive Supplemental Security Income: *9* Are 60 Years of Age or Older: *11*
Diagnosed with Mental Illness: *11* Diagnosed with Intellectual Disability: *4*
Have Mobility Need: *0* Have Physical Disability: *2*

Inspections / Reviews

01/10/2022 - Partial

Lead Inspector: [REDACTED] Follow-Up Type: *POC Submission* Follow-Up Date: *01/29/2022*

Inspections / Reviews *(continued)*

01/26/2022 - POC Submission

Reviewer: [REDACTED]

Follow-Up Type: *Document Submission* Follow-Up Date: *01/28/2022*

01/27/2022 - Document Submission

Reviewer: [REDACTED]

Follow-Up Type: *Not Required*

23a - Activities of Daily Living Assistance

1. Requirements

2600.

23.a. A home shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan.

Description of Violation

Resident #1's support plan, dated [REDACTED], indicates that the resident is assessed as "resident #1 can become agitated but is able to be redirected" and the plan to meet the resident's need indicates "Staff to calm/redirect to ensure safety and notify MD/Case manager for increased behaviors/concerns." However, on 1/6/22 at approximately 9 a.m. when resident #1 became agitated, direct care staff person A told the resident "Won't you take your ass back to bed with your attitude" and did not calm or redirect the resident.

Plan of Correction

Accept

As noted in the support plan, safety was ensured, redirection was attempted and the MD/case manager was notified. All staff is educated upon hire, as needed and annually on the proper protocols of calming, redirecting in respectful verbiage and ensuring safety of all resident which include those that may become physically and/or verbally combative. All staff was immediately re-educated upon discovery of this incident on how to redirect residents that display combative behaviors physically and verbally in a manner that is respectful so that any concerns can be immediately rectified. Administration and all staff is aware and has been educated on Resident #1's behaviors/verbal combativeness (from numerous past documented incidents) and how to redirect in a productive and respectful manner. Though it is not determined exactly what the staff member verbalized to the resident during this incident due to inconsistent statements by other staff and residents per the on site DHS inspector, administration is to ensure to reiterate in generalization that the staff is to adhere and display that home shall provide each resident with assistance with ADLs as indicated in the resident's assessment and support plan. Although assistance with ADLs was not the issue in this incident, administration is to conduct an all staff meeting on 1/25/2022 to address the content of proper staff redirection when managing a resident who displays in any way inappropriate and combative behaviors to ensure that violations of this nature do not reoccur and that redirection is enforced with the utmost respect. Administration will conduct weekly documented random resident interviews that will address any concerns or complaints that the residents may have in regard to staff interaction, care and conduct so that any potential issues can be immediately rectified. Administration does not tolerate any staff misconduct toward residents and disciplinary actions and or termination will be immediately taken toward any staff member who mistreats or disrespects any resident in any way. Please see attached documentation.

Document Submission

Implemented

Please see attached documentation.

42c - Treatment of Residents

1. Requirements

2600.

42.c. A resident shall be treated with dignity and respect.

Description of Violation

On 1/6/22 at approximately 9 a.m. in the home's dining area, direct care staff person A told resident #1 "Won't you take your ass back to bed with your attitude?" Resident #1 indicated that [REDACTED] felt disrespected and angered by this verbal argument.

42c - Treatment of Residents (continued)**Plan of Correction****Accept**

All staff is completely educated upon hire, as needed and annually on resident's rights in order to ensure that all residents shall be treated with dignity and respect. Administration fully outlines, defines and exhibits examples on how to manage verbally/physically combative and challenging residents with maintaining their dignity and respect. This includes calming, redirecting in respectful verbiage and ensuring safety of all resident which include those that may become physically and/or verbally combative. Post conduction of an internal, department and AAA/APS investigation, it is not determined exactly what the staff member verbalized to the resident during this incident due to inconsistent statements by other staff and residents. Regardless, administration is to conduct an all staff meeting on 1/25/2022 to address the content of proper staff redirection, enforcing that the resident's rights are being adhered to when managing a resident who displays in any way inappropriate and combative behaviors to ensure that violations of this nature do not reoccur and that redirection is enforced with the utmost respect and dignity. Administration will conduct weekly documented random resident interviews that will address any concerns or complaints that the residents may have in regard to staff interaction, care and conduct so that any potential issues can be immediately rectified. Administration does not tolerate any staff misconduct toward residents and disciplinary actions and or termination will be immediately taken toward any staff member who mistreats or disrespects any resident in any way. Please see attached documentation.

Document Submission**Implemented**

Please see attached documentation.